



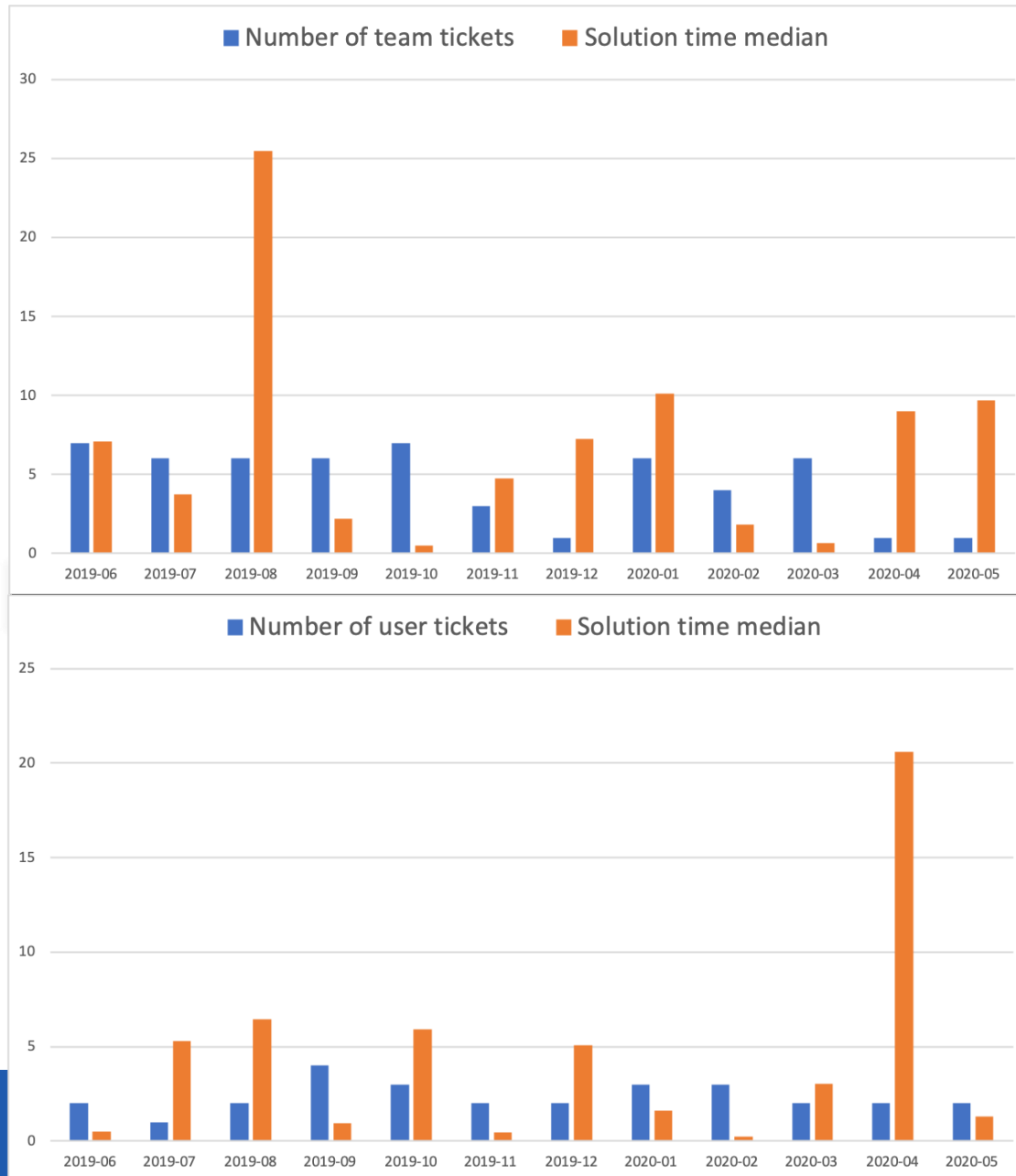
WLCG critical services review followup

Ops Coordination meeting, June 4th, 2020

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CERN

v1.0

T0 ticket solution times in # days



Proposals for granularities

- Impact on ops
 - 10 – ops severely affected
 - 7 – ops notably affected
 - 4 – ops moderately affected
- Impact on people
 - 10 – VO severely affected
 - 7 – VO notably affected
 - 4 – VO moderately affected
- Urgencies
 - 10 – full impact reached within 6 hours
 - 7 – full impact reached within 1 day
 - 4 – full impact reached within 2 days
 - 1 – full impact reached after 2 days

Proposals for service tables

- Remove generic services like e-mail, web, SSO
- Check consistency within each experiment
- Check remarkable differences between experiments: are they understood?
- Add columns for *impact x urgency*
- Add columns for “WLCG” with the maximum values across the experiments
- Make all numeric columns sortable